



## **PARENTS NEWSLETTER**

**Jul - Aug 2015**

MOBILE NUMBER FOR URGENT ENQUIRIES – 07415 265993  
(Please back up any booking with an e-mail)

**[www.arkchildcare.net](http://www.arkchildcare.net)**

# **NEWS**

## **UPDATE ON SPIREROXX**

The Rock Climbing wall is now open, the first week has seen a steady flow of climbers and learners through the doors. There are taster sessions available for beginners or those whose skills are rusty. These cost £12 and include instruction and equipment. The Hardroxx Café is also open during the day and all are welcome whether climbing or not. Children from age 4 are allowed to climb on the main wall and all children can play in the kids area. Parties are also available, please call 01343542666 or 07903 698600 for further information.

Children's clubs will be organised soon and further courses to enhance your skills are also on the way, please regularly check the website at [spirerоxx.co.uk](http://spirerоxx.co.uk).

## **OUTDOOR SPACE**

We are continuing our work on the outdoor areas, again I ask you all if you have any ideas or can provide any support with these projects please get in touch with me at the Nursery

## **OPEN DOOR POLICY**

As always I ensure that we have an open door policy for all parents and carers should you wish to talk to any of the staff about the care of your children please do not hesitate to, this includes viewing their folios.

## **FOLIO'S**

We have now purchased the tablets required to maintain the children's electronic folios, the staff have trialled the software during June and will begin setting up the children's accounts in the the next two weeks, this will ensure that we are ready to publish our first observations in the new academic year.

## **CLOTHES**

I would like to remind all parents that the children in the Nursery will be involved in play that is messy, including painting, gluing and outdoor play. It is important that the children take part in these activities as it is part of their learning. I would ask that the children don't come to the Nursery in clothes that cannot be worn when carrying out these activities; the children are given aprons however the staff cannot guarantee that their clothes will not come into contact with any messy substances.

## **CAR PARKING**

I am aware that at certain times of the day the car park is particularly busy and parents have to be very careful when parking. It has come to my attention however that parents are exiting the car park using the wrong gate; please only use the exit gate when leaving the car park. I have received a request from parents who are concerned about people speeding on the approaches to the Nursery and not controlling their children whilst in the car park. I would like to remind all parents of their responsibilities in keeping all of the children safe.

## **2 YEAR OLD FUNDING**

Under certain circumstances 2 year olds are entitled to funded early learning and child care, below is a website showing the details of this funding. You are welcome to ask about this in the Nursery but please be aware that you must apply directly to the council and we are unable to process any funding applications, as the council are responsible for checking benefits before accepting applications. The website also contains information on 3 and 4 year old funding.

**[www.earlylearningandchildcare.scot/](http://www.earlylearningandchildcare.scot/)**

# THE ROOMS

All of the rooms are working to their holiday routines and programmes are available where necessary, either at the nursery or on-line, there will be a usual breakdown of the room activities at the start of the term, however, it is likely that there will be no requirement for these as you will be kept up to date regularly with the electronic folios.

## REGULAR REMINDERS

**BREAKFAST CLUB** - I would like to remind everyone who have children in the Breakfast Club that the last sitting for Breakfast Club is **8.20am** this is so that the children and staff are ready to begin moving to their rooms by **8.30am** and that the transport is ready to leave for the schools.

**CHILDREN'S OWN TOYS** - Please discourage your children from bringing in their own toys from home. Not only can they get lost and broken but it can also cause squabbles and upset between the children. Comforters are fine.

**LATE PICK UPS / EARLY DROP OFFS** - Please be aware that there is a penalty which has been in force since last year. We have to timetable staff a week in advance so often if parents are late/early we do not have enough staff to cover which means I am often brought in at short notice to cover. This is really detrimental to our staff /child ratios so please let me know through the office if you are going to be late or need to drop your child off early. **Please ensure that younger children are picked up first.**

**SPARE CLOTHING** - Please ensure that your children have spare clothing with them in case of accidents, please return any borrowed clothes as our supplies are running low. Children should also have with them appropriate clothing for the weather conditions and sun-cream if necessary.

**PAYMENT** - A reminder that all bills are to be paid by the 1st of each month, if you fail to pay the bill by the 7th we will be unable to offer childcare. We are here to help in any way that we can and if there are issues or problems with the bills or the payment of them please speak to Alison or Steven at

the earliest opportunity. A further reminder that Ad-Hoc bookings are payable immediately on booking. We are sending all invoices by e-mail now and if you don't receive your bill by the 20<sup>th</sup> please contact the office for another copy.

## **INFECTION CONTROL**

As the Nursery Manager it is my responsibility to ensure that infection doesn't spread. I am aware that it can be difficult for parents when working to take time off work, however, it is imperative that if your child has been sick or suffered diarrhoea they are kept off nursery for 48 hrs after the last symptom. As a nursery we have no option regarding this as we are governed by the Infection Control Team, the repercussions for not following their policies can be serious for the Nursery. Other exclusion periods exist for other illnesses and details of these are held in the office and rooms.

## **COMPLAINTS**

I realise that at times there may be an occasion where parents have a complaint about an aspect of the Nursery. I accept that this may be the case and you can make a complaint at any time, verbally or in writing. We have a policy with regards to complaints and I endeavour to respond in the time frames given. These policies are available for you to read at the front door of the nursery at all times. Alternatively you can complain directly to the Care Inspectorate and they can be contacted at:

**Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY**

**Tel: 0345 600 9527**

**Email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)**

Steven McIntosh  
Manager

Our staff are here to help you in any way they can, however they have a right to carry out their work without fear of abuse or intimidation. Abuse or intimidation in any form will not be tolerated  
ARK Childcare has a complaints policy and if you wish to complain about any aspects of your child's care please bring this to the office where it can be dealt with in an appropriate manner for all concerned.